

GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT

PROTOCOL – Observance of protocol by the Government officials while dealing with Members of Parliament / State Legislature and other VVIPs – Orders issued from time to time - Consolidated – Orders – Issued.

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GENERAL ADMINISTRATION (POLL.A) DEPARTMENT

G.O.Ms.No.348

Dated 26<sup>th</sup> June, 2012.

Read the following:-

- 1) Memo.No.303/Ser-C/91-1, G.A.(Services-C) Dept., dt.27.08.1991.
- 2) Memo.No.272/Poll.A/1993-1, G.A.(Political-A) Dept., dt.20.05.1993.
- 3) G.O.Ms.No.72,G.A. (Services-C) Dept.,dt.03.03.1998.
- 4) U.O.Note No.7318/IC-2/1998-1, G.A. (IC) Dept., dt.22.04.1998.
- 5) Memo.No.404/Poll.A(2)/01-3, G.A.(Political-A) Dept., dt.31.05.2001.
- 6) G.O.Ms.No.741,G.A.(Political-A) Dept.,dt.06.12.2006.
- 7) Circular Memo.No.4/Poll.A(3)/08-18, G.A.(Political-A) Department, dt.14.10.2008.
- 8) Circular Memo.No.521/Poll.A(3)/11-1, G.A.(Political-A) Department., dt.19.04.2011.
- 9) Office Memorandum No.11013/4/2011-Estt.(A), dt.01.12.2011 of the Ministry of Personnel, Public Grievances and Pensions, Government of India, New Delhi.

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**ORDER:**

Government of India as well as the State Government have issued several guidelines/instructions on observance of protocol and other courtesies by the Government officials while dealing with the Members of Parliament and State Legislature through the references 1<sup>st</sup> to 9<sup>th</sup> read above.

2) It has been brought to the notice of the Government that the letters/representations received from the Members of Parliament / State Legislature are not being acknowledged and in some cases replies are not being sent to the Hon'ble Members. Several notices of violation of protocol / breach of privilege given by the Hon'ble Members of Parliament / State Legislature are received in Government requesting to take action against the officials, who violated the protocol norms. The Committee of Privileges, Andhra Pradesh Legislative Assembly, in its meeting held on 28.10.2011, has recommended to issue consolidated guidelines on observance of protocol, to avoid complaints in the matter.

3) Government, after careful examination of the matter, have decided to issue consolidated guidelines/instructions on observance of protocol / courtesies by the Government officials while dealing with the Members of Parliament / State Legislature (MPs/MLCs/MLAs) and other VVIPs. Accordingly, Government hereby issue consolidated guidelines/instructions in the Annexure, appended to the order in continuation to the guidelines/instructions issued from time to time.

4) All the Departments of Secretariat, Heads of Departments and Collectors and District Magistrates shall strictly adhere to these guidelines/instructions in letter and spirit and sensitize the officers and staff working under their control about these guidelines for its strict compliance and ensure that there are no complaints in future.

5) Any violation of these orders will be viewed seriously warranting stern action against the erring officials.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

PANKAJ DWIVEDI,  
CHIEF SECRETARY TO GOVERNMENT.

To  
All the Departments of Secretariat.

(P.T.O.)

All the Heads of Departments./All the Collectors and District Magistrates.

The Director General of Police, Andhra Pradesh, Hyderabad.

Copy to:

The Secretary to Government of India, Ministry of Personnel,  
Public Grievances and Pensions, Department of Personnel  
and Training, North Block, New Delhi.

The Principal Secretary to Governor, Raj Bhavan, Hyderabad.

The P.S. to Chairman, A.P. Legislative Council, Hyderabad.

The P.S. to Speaker, A.P. Legislative Assembly, Hyderabad.

The Registrar (Protocol), High Court of Andhra Pradesh, Hyderabad.

The Principal Secretary to Chief Minister.

All the OSDs/P.Ss. to the Cabinet Ministers.

The Secretary to State Legislature, Legislature Secretariat, Hyderabad.

The Additional Director General of Police, Intelligence, A.P., Hyderabad.

The Inspector General of Police, Security, A.P., Hyderabad.

All the Superintendents of Police / Commissioners of Police.

All the Chief Executives Officers of Zilla Praja Parishads.

All the District Revenue Officers.

All administrative sections in General Administration Department.

SF/SCs.

// FORWARDED::BY ORDER //

SECTION OFFICER (SC).

**ANNEXURE**

**1. CORRESPONDENCE WITH MEMBERS OF PARLIAMENT / STATE LEGISLATURE:**

1. Communications received from a Member of Parliament / State Legislature should be attended to promptly.
2. Where a communication is addressed to a Minister or a Secretary to the Government, it should, as far as practicable, be replied to by the Minister or the Secretary himself as the case may be.
3. Where a communication is addressed to the head of an attached or subordinate or District Office etc., it should be replied to by the addressee himself. In such cases, care may be taken to ensure that wherever policy issues are involved, approval of the competent authority is obtained before a reply is sent. It should, however, be ensured that the minimum level at which such replies are sent to Member of Parliament / State Legislature is that of Assistant Secretary and that also in a polite letter form only.
4. Information sought by a Member of Parliament / State Legislature should be supplied unless it is of such a nature that it would have been denied to him, if similar information had been sought in Parliament/State Legislature.
5. While corresponding with Members of Parliament / State Legislature, it should be ensured that the letter is legible. Pre-Printed or cyclostyled replies should be scrupulously avoided.

**2. REPRESENTATIONS/LETTERS RECEIVED FROM THE MEMBERS OF PARLIAMENT / STATE LEGISLATURE:**

1. The Representation / Letter received from a Member of Parliament / State Legislature, be first acknowledged promptly by the Minister / Secretary to Government concerned and action taken on the representation be communicated to them within 15 days from the receipt of the representation/letter.
2. Where delay is anticipated for want of a report from the Directorate / District Office or a policy decision is involved, an interim reply should be sent within (2) months and a final reply should be sent within (3) months.
3. Where the matter involves issue of policy not yet settled and it is embarrassing to give a categorical answer, it should be enough to say that the matter is being looked into.
4. Where the request of a member of the public cannot be acceded to for any reason, reasons for not acceding to such a request should be courteously explained.
5. If any such communication is wrongly addressed to a Department / Office, it should be transferred promptly (within a week) to the appropriate department under intimation to the party concerned.
6. References from the Committees of Parliament / State Legislature must be attended to promptly. A Senior Officer at the level of Joint Secretary or equivalent should be charged with the responsibility for ensuring this.
7. The Special Chief Secretary / Principal Secretary / Secretary to Government of each Department of Secretariat, Heads of Departments and the District Collectors should periodically review the status of the letters/representations of the MPs/MLCs/MLAs and ensure prompt reply to the Members.

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8. **Representations at District Level:** All the District Collectors and the District-level Officers shall register the representations received from MPs/MLCs/MLAs in a separate register to be maintained for the purpose. The action taken on the representations registered shall be reviewed by the District Collector / Joint Collector / DRO once in a month and a reply be sent to the concerned MP/MLC/MLA on the stage of action besides acknowledging the representation at the first instance. In addition to this, an action taken report (ATR) may be circulated to the concerned MP/MLC/MLA in the DRC meeting. The concerned District-level Officer of the Department shall take similar action in respect of the representations concerned to them.
9. **Representations to Cabinet Ministers:** Each Secretariat Department shall nominate a Joint / Deputy Secretary of the Department as a Special Officer to monitor the representations received from MPs/MLC/MLAs addressed to the Cabinet Ministers. Besides acknowledging receipt of the representation, the Special Officer shall keep the MP/MLC/MLA informed of the latest stage of the action on the representation. The OSD / Private Secretary of the concerned Cabinet Minister shall also liaise / coordinate with the Special Officer in this regard.
10. Failure on the part of the Ministers / Officials to reply to the letters addressed by the Members of Parliament / State Legislature will legitimately be construed as an act of discourtesy.

### **3. INFORMATION SOUGHT BY THE MEMBERS OF PARLIAMENT / STATE LEGISLATURE:**

- a) When a request for information or statistics relating to matters of local importance is received from Members of Parliament / State Legislature, it should be furnished to the Members. The information so supplied should be specific and answer the points raised.
- b) The District Collectors may, ordinarily, furnish Members of Parliament / State Legislature at their request with information within their cognizance such as statistics or facts relating to local matters or public concern.
- c) No information shall ordinarily be given except by the principal officer of a Department in the District.
- d) When an Officer is unable to accede to the request or suggestion of a Member of Parliament or State Legislature, the reasons for the inability to do so should be courteously explained to him and where compliance with his request for information would be inexpedient, the official should send a courteous reply that he is unable to furnish the information.

### **4. PERSONAL VISITS / INTERVIEWS OF MEMBERS OF PARLIAMENT / STATE LEGISLATURE:**

- a. Government servants should show courtesy and consideration to Members of Parliament / State Legislature.
- b. When a Member of Parliament / State Legislature comes to see him, an officer should be meticulously correct and courteous and rise from his seat to receive the member and to see him off.
- c. While the Government servants should consider carefully or listen patiently to what the Members of Parliament / State Legislature may have to say, the Government servant should always act according to their own judgment and as per the rules.

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- d. For purpose of interview, Members of Parliament / State Legislature should be given preference over other visitors and they should not be made to wait, in any circumstances. In very rare cases where an officer is unable to see a Member of Parliament / State Legislature, at a time about which he had no previous notice, the position should be politely explained to the Member and another appointment fixed in consultation with him.
- e. Whenever a Member of Parliament / State Legislature visits the senior officials like Director General of Police, Principal Chief Conservator of Forests, Special Chief Secretary / Principal Secretary / Secretary to Government, they should try to see the Public Representative immediately, if not in any urgent official meeting, and give top priority to the public issues represented to them. If the said officials are busy in any important official meeting, a convenient appointment should be given to the Member at the earliest opportunity and take immediate action on the representations received from them.
- f. Where for unavoidable reasons, which should not arise, the officers are unable to grant interviews to Members of Parliament / State Legislature during office hours even though it be beyond the hours fixed for interview, they should be so intimated politely only at the instance of interviewing officers and not by the stenos or receptionists or their own accord.
- g. Any deviation from an appointment made with a Member must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.

#### **5. TELEPHONE CALLS FROM THE MEMBERS OF PARLIAMENT / STATE LEGISLATURE:**

- a) The Senior Officer should respond to the telephone calls received from the Members of Parliament / State Legislature representing on public issues. If they are not in a position to respond immediately, they shall do so at the earliest opportunity by calling them back. The personal staff of the officer shall inform about the calls received from MPs/MLCs/MLAs during the absence of the officer and call them back.
- b) The Officers should not ignore telephonic messages left for them by the Members of Parliament / State Legislature in their absence and should try to contact at the earliest the Member concerned. These instructions also include SMS and e-mails received on official mobile telephones which also should be replied to promptly and on priority.

#### **6. RECEPTION:**

Whenever there is a visit of VVIP or VIP in the District, a Committee shall be constituted with an officer not less than the rank of R.D.O. and Deputy Superintendent of Police to receive the Hon'ble M.Ps./M.L.Cs./M.L.As. to usher them to their respective designated seats.

#### **7. DESIGNATED SEATING:**

Designated seats should be arranged for Members of Parliament / State Legislature duly fixing the name cards in the first row at the meetings of DRDA/ZP/DDRC/Municipal Councils particularly by arranging seats by the side of the Chairperson in the Municipal/Mandal Level meetings, Land Assignment Committees, Food Advisory Committee etc. The designated seating arrangements be also made for the Legislators at State and National Level functions.

#### **8. PROTOCOL ARRANGEMENTS AT COMMERCIAL AIRPORTS:**

Proper protocol arrangements should be made at Commercial Airports like Tirupati, Visakhapatnam etc., for Members of Parliament / State Legislature to receive the Chief Minister and other VIPs. The District Administration should also finalize appropriate reception areas for Members of Parliament / State Legislature in consultation with CISF and Police and keep senior officers from Police and Revenue Departments to identify the Members and to guide them to the designated places.

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## 9. PUBLIC FUNCTIONS:

- a) The Members of Parliament / State Legislature of the area should invariably be invited to public function organized by a Government office.
- b) The Local MP/MLC/MLA should be consulted/informed about the date and time of official functions like laying foundation stones, inaugurations, distribution of house pattas, lands etc, organized by the Government by a senior official of the Department concerned.
- c) At public functions, seats befitting their positions should be reserved for Members of Parliament / State Legislature. Where any such function is presided over by an officer, Members of Parliament / State Legislature present should be given seats on the dais.
- d) Invitations for such functions, if not printed, should be in the form of demi-official letters addressed by the highest officer arranging the function and should be politely worded. When any meeting convened by Government is to be attended by Members of Parliament / State Legislature, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting and it should be ensured that there is no slip in any manner of detail, however minor it may be.
- e) In Public functions, prominence should be given to Members of Parliament / State Legislature and Non-Officials.
- f) Names of the Local MP/MLC/MLA should be incorporated on the invitations and also be inscribed on the plaques.
- g) Participation of Ex-Ministers/Ex-MPs/Ex-MLCs/Ex-MLAs – Before finalizing such a public function, it is essential to obtain permission of the concerned Department and it is desirable to associate the sitting MP/MLC/MLA from the area also in such an event.
- h) Any facility (asset) which is ready for use should be put to use and a formal inauguration or dedication to the nation may be done whenever it is convenient to the VIP.
- i) Public Servants should avoid projecting themselves at public functions. They should always defer to people's representatives in public functions. The Secretaries / Heads of Departments / Collectors or any other public servants should not inaugurate or lay foundation stones for public facilities. This should be brought to the notice of all field officers.

10. **VIP/VVIP VISITS:** All the Members of Parliament / State Legislature (MPs/MLCs/MLAs) should be informed of the visits of the Chief Minister, Deputy Chief Minister, Cabinet Ministers and other VVIPs well in advance.

## 11. GOVERNMENT SERVANTS:

1. A Government servant should not approach MPs/MLCs/MLAs for sponsoring his individual case as bringing or attempting to bring political or non-official or other outside influence is prohibited under the Conduct Rules e.g., Rule 18 of the All India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules / Andhra Pradesh Civil Services (Conduct) Rules, 1964.
2. No Government Servant shall, in the performance of his official duties, act in a discourteous manner.
3. No Government Servant shall, in his official dealings with the public or otherwise, adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him.

PANKAJ DWIVEDI,  
CHIEF SECRETARY TO GOVERNMENT.

// ATTESTED //

SECTION OFFICER (SC).